

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Parker et al.

Application No: To be assigned

Filed: Herewith

Title: INTERACTION-BASED  
SERVICING OF BUSINESS  
CUSTOMERS

Attorney Docket No: 1001-0627

Examiner: To be assigned

Group Art Unit: To be assigned

#6/IAS



"Express Mail" Mailing label number EL604133851US

Date of Deposit December 13, 2000

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INFORMATION DISCLOSURE STATEMENT

Hon. Commissioner of Patents and Trademarks  
Washington, D.C. 20231

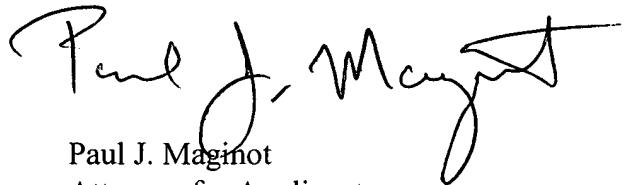
Sir:

Pursuant to 37 CFR §1.56, Applicants hereby disclose the following references, copies of which are enclosed, regarding the above-identified patent application.

<u>U.S. Patent No.</u>	<u>Inventor</u>	<u>Issue Date</u>
4,595,921	Wang et al.	06/17/86
4,862,498	Reed	08/29/89
5,138,377	Smith et al.	08/11/92
5,293,196	Kaneko et al.	03/08/94
5,392,095	Siegel	02/21/95
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5,751,953	Shiels et al.	05/12/98
5,806,043	Toader	09/08/98
5,819,243	Rich et al.	10/06/98
5,822,410	McCausland et al.	10/13/98
5,870,711	Huffman	02/09/99
5,872,927	Shiels et al.	02/16/99
5,903,877	Berkowitz et al.	05/11/99
5,918,207	McGovern et al.	06/29/99

It is believed that no fees are due for the consideration of this Information Disclosure Statement. However, the Commissioner is hereby authorized to charge any deficiency or to credit any overpayment to Deposit Account No. 13-0014, but not to include any payment of issue fees.

Respectfully Submitted,



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